

FY2009-2010
3-1-1 Performance Analysis

	Performance Targets	FY2007- 2008	FY 2008- 2009	JULY	AUGUST	SEPTEMBER	OCTOBER	NOVEMBER	DECEMBER	JANUARY	FEBRUARY	MARCH	APRIL	FISCAL YTD AVERAGES	CHANGE FROM FY07-08
Calls Answered		106790	103736	10430	7794	7014	7946	6983	6119	7897	7435	8037	6709	7714	-6%
311 English		70%	63%	52%	62%	65%	68%	69%	70%	52%	54%	63%	64%	64%	1%
311 Spanish		5%	4%	3%	4%	5%	5%	5%	5%	3%	4%	4%	4%	4%	0%
Tax Overflow		25%	32%	45%	34%	30%	27%	26%	25%	45%	42%	33%	32%	31%	-1%
Days Open		284	250	22	21	21	21	20	22	19	18	23	21		
Average Calls Answered per Day		376	415	474	371	334	378	349	278	416	413	349	319	364	-51
Average Service Level	90%	96%	96%	96%	95%	95%	96%	95%	95%	95%	96%	95%	95%	95%	-1%
Peak Day Volume		628	1412	584	477	386	555	514	357	586	549	453	393		
Peak Date		2/12/2008	11/4/2008	7/20/2009	8/3/2009	9/8/2009	10/13/2009	11/2/2009	12/21/2009	1/5/2010	2/16/2010	3/1/2010	4/5/2010		
First Call Resolution	70%	87%	89%	82%	86%	87%	90%	87%	85%	86%	87%	86%	85%	86%	-3%
% of Calls Delayed in Queue (All Agents Busy)	25%			22%	14%	10%	11%	8%	9%	10%	10%	11%	8%	12%	
Average Wait Time in Queue	45 sec	55	53	47	44	42	51	62	45	56	55	47	48	49	-5
Average Call Length	120 sec	106	99	133	109	101	104	98	95	108	99	97	118	107	8